

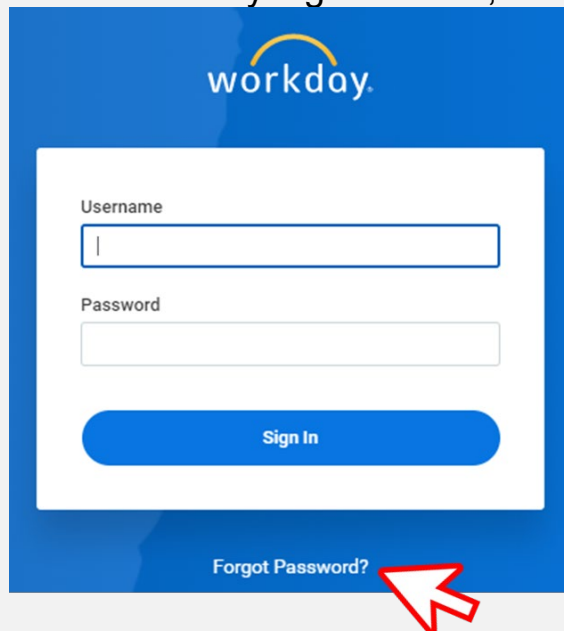


Forgot Password Self-Serve Reset

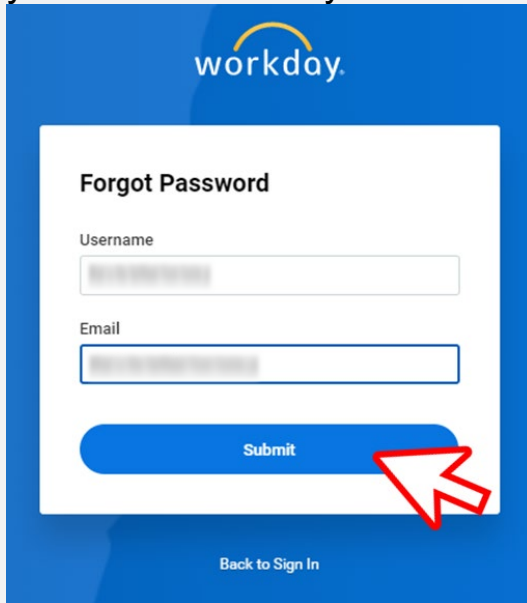
This job aid provides step-by-step instructions of how a partner of the state – called an Extended Enterprise Learner or EE Learner in Workday – can reset a password with Workday's self-service tool.

To reset a password with the self-serve tool, follow these steps:

1. From a computer with a secure internet connection, go to the Workday login screen by clicking this link or entering it into a web browser such as Microsoft Edge, Google Chrome, or Mozilla Firefox:
<https://wd5.myworkday.com/oregon/login.html>
2. At the Workday log in screen, click the *Forgot Password?* link at the bottom.

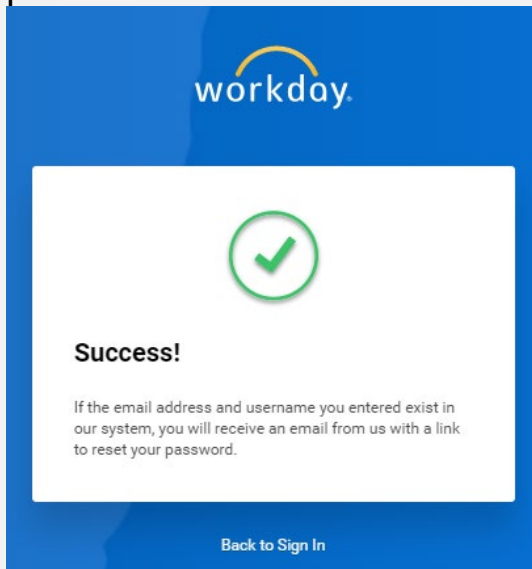


3. This will take you to a screen to enter your username and the email address you used to create your Workday account.

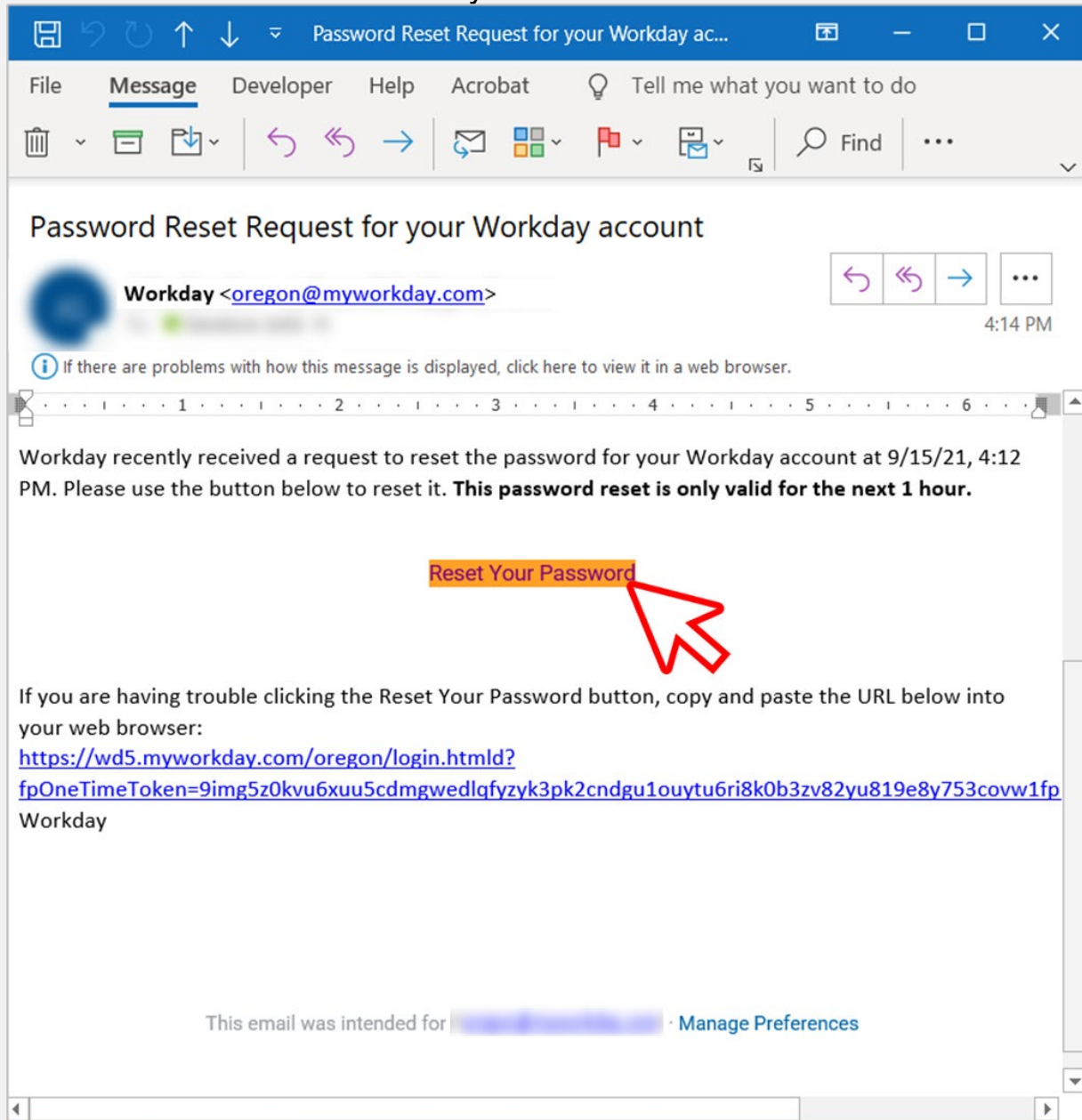
A screenshot of the Workday 'Forgot Password' screen. The page has a blue header with the Workday logo. Below the logo is a white box containing the title 'Forgot Password'. Inside this box are two input fields: 'Username' and 'Email', both with placeholder text. Below the input fields is a blue 'Submit' button. A red mouse cursor icon is pointing at the 'Submit' button. At the bottom of the white box is a link that says 'Back to Sign In'.

Note that your username is your EEL# or the email address you used to create your account. Contact your organization's Affiliation Manager or if you need assistance retrieving your username.

4. You will receive a *Success!* message indicating your request has been processed.

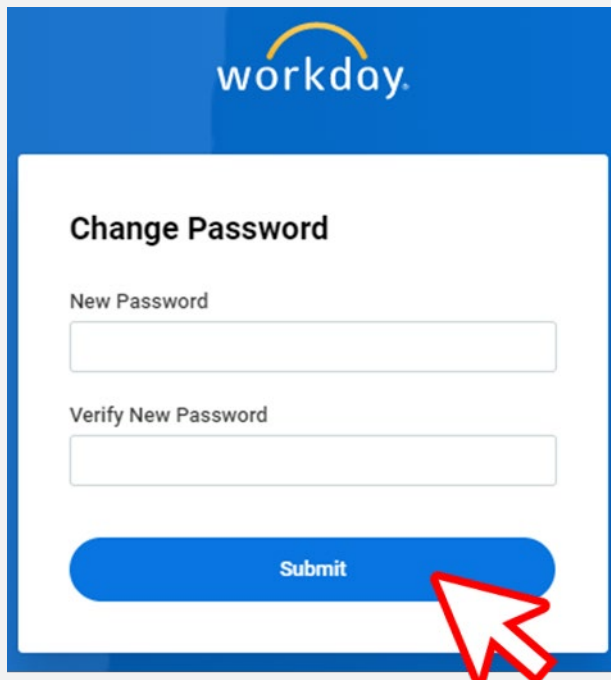
A screenshot of the Workday 'Success!' message screen. The page has a blue header with the Workday logo. Below the logo is a white box containing a green checkmark icon inside a circle. Below the icon is the title 'Success!'. Underneath the title is a paragraph of text: 'If the email address and username you entered exist in our system, you will receive an email from us with a link to reset your password.' At the bottom of the white box is a link that says 'Back to Sign In'.

5. Open the email from Workday sent to the email address you used to create your account. Click the *Reset Your Password* link near the middle of the email. Note that this link will only work for one hour.



6. Create a new password using Workday's requirements to include the following:
- a. Minimum of 10 characters
 - b. Alphabetic characters – including both uppercase (capitals) and lowercase
 - c. Numeral characters – numbers 0 - 9
 - d. Special characters ! " # \$ % & ' () * + , - / : ; = > ? @ [\] & ^ ` { | } ~ .
 - e. Not a password previously used in Workday

After entering your new password in the *New Password* space and the *Verify New Password* space, click the *Submit* button to continue.



7. Your new password is now reset.

*** END OF JOB AID ***